



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Ruppelt et al.

Serial No.: 09/480,589

Filed: January 10, 2000

For: METHOD, SYSTEM, AND  
PROGRAM PRODUCT FOR ON-  
LINE SERVICE CALL  
SCHEDULING

Art Unit: 3623

Examiner: Van Doren, Beth

Mail stop: AF  
Hon. Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT

Sir/Madam:

In response to the Office Action dated February 25, 2005, please amend the  
above identified application as follows.

Please  
do  
not  
enter  
bwd  
5/2/05